



**THE FACTORS THAT INFLUENCED THE LOAN REPAYMENT
PERFORMANCE: CASE STUDY AT MAJLIS AMANAH RAKYAT IN KUALA
SELANGOR AREA**

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DECLARATION OF ORIGINAL WORKS



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FACULTY OF BUSINESS MANAGEMENT
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Hereby, declare that:

- This work has not previously been accepted in substance for any degree, locally or overseas, and is not being concurrently submitted for this degree or any other degrees.
- This project-paper is the result of my independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature: _____

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LETTER OF SUBMISSION

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January 2015

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Dear Sir/Madam,

SUBMISSION OF PROJECT PAPER

Enclosed herewith is my project paper entitled “THE FACTORS THAT INFLUENCED THE LOAN REPAYMENT PERFORMANCE” (Case study at Majlis Amanah Rakyat (MARA) in Kuala Selangor area) for your kind examination.

It is very much believed that this thesis will fulfil the requirement necessary for the completion of the course, Bachelor in Business Administration (Hons) Finance.

Your kind acceptable and recognition will be much valued and highly appreciated.

Thank you.

Yours sincerely,

NAQIBAH NOKMA BINTI AHMAD PAKRI
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TABLE OF CONTENTS

TITLE PAGE	i
DECLARATION OF ORIGINAL WORK	ii
LETTER OF SUBMISSION	iii
ACKNOWLEDGEMENT	iv
TABLE OF CONTENTS	v
LIST OF FIGURES	viii
LIST OF TABLES	ix
ABSTRACT	xi
 CHAPTER 1 INTRODUCTION	 1
1.1 Background of Study	1
1.2 Problem Statement	3
1.3 Research Question	4
1.4 Objective of Study	4
1.5 Significance of Study	5
1.5.1 Universiti Teknologi Mara (UiTM)	5
1.5.2 Researcher	5
1.5.3 Entrepreneur	5
1.6 Scope of Study	5
1.7 Limitations of Study	6
1.7.1 Sources of information	6
1.7.2 Time constraint	6
1.7.3 Lack of cooperation	6
1.8 Definition of Terms	7
1.8.1 Loan Repayment	7
1.8.2 Interest Rate	7
1.8.3 Default Payment	7
1.8.4 Microfinance	7
1.8.5 SPiKE	8
1.8.6 SPiM	8
1.8.7 PUTRA	8
CHAPTER 2 LITERATURE REVIEW	9
2.0 Literature Review	9
2.1 Introduction	9
2.1.1 Loan Repayment Performance	9
2.1.2 Default Payment (non repayment of loan)	11
2.1.3 Interest Rate	12
2.1.4 Financial Knowledge	13
2.2 Theoretical Framework	14
2.3 Hypothesis Statement	15
2.3.1 Hypothesis 1	15
2.3.2 Hypothesis 2	15
CHAPTER 3 METHODOLOGY	16

ABSTRACT

This study determines the factors that influence the loan repayment performance at Majlis Amanah Rakyat (MARA). The study used mixed methodology, combining between quantitative and qualitative data through questionnaire survey, published and unpublished reports. The data of this study is gathered from 100 respondents in Kuala Selangor area. The respondents are basically the MARA's borrowers. In this research, there are three factors that affect the loan repayment performance were determined namely default payment, interest rate and financial knowledge. The main objective of this research is to determine the most factors that influencing the loan repayment performance in Majlis Amanah Rakyat (MARA). When the most related factors are proven, then the result of this research can be used to reduce the problems related to this study. In order to achieve this research, the hypothesis focuses on the objectives to investigate whether there is a relationship between independent variables and to determine the most factors in loan repayment performance at Majlis Amanah Rakyat (MARA) in Kuala Selangor area. The questionnaires have been set for 100 respondents (borrowers). The frequencies analysis, reliability test, regression method was used for data analysis. The end result shows that the most factor that influence the loan repayment performance is financial knowledge. Meanwhile, the financial knowledge is significant to the interest rate and had the strong person correlation between each other. The result of this study could give the direction to the Majlis Amanah Rakyat (MARA) on the future provisions of the improvement the loan repayment performance.